



May 5, 2002

Service Works, Inc.  
Attn: Mr. Stephen E. Govel  
5146 West Hurley Pond Road  
Farmingdale, New Jersey 07727

Dear Mr. Govel,

Please accept this letter of appreciation with regard to the professionalism and dedication of the Service Works organization.

Over the past several years we have developed a solid and long standing business relationship with Service Works. The electronic security services that your organization provides are the very best in the industry. Your employees are very knowledgeable on the various manufacturers and which products serve specific applications. The installation standards that your company demonstrates prove that your employees are truly the experts in the industry. In addition, the customer service within your organization is unparalleled by any other organization that we currently do business with.

Again, thank you and your employees for their dedication, professionalism and willingness to go the extra mile for the "customer". We hope to continue this relationship for a long time to come as it is hard to find a company like Service Works.

Sincerely,

A handwritten signature in black ink, appearing to read "John P. Mauriello". The signature is fluid and cursive, with a large initial "J" and "M".

John P. Mauriello  
FleetBoston Financial  
55 Challenger Road  
Ridgefield Park, New Jersey 07660

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